

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF) Tony McCormack
SERIAL NO.:) 10/645,438
FILED:) August 21, 2003
FOR:) Management of Queues in Contact Centres
CUSTOMER NUMBER) 23644
CONFIRMATION NO.) 7992
ART UNIT:) 2453
EXAMINER:) Philip J. Chea
ATTORNEY DOCKET NO.) 920673-94702

PETITION FOR EXTENSION OF TIME

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

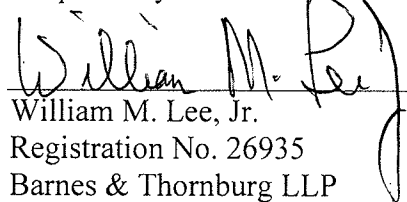
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the Office Action of January 8, 2008. Response will therefore be timely if filed with the Patent and Trademark Office no later than May 8, 2009.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$130.00 should be deducted from Deposit Account No. 141315.

May 1, 2009

Respectfully submitted,


William M. Lee, Jr.
Registration No. 26935
Barnes & Thornburg LLP

P.O. Box 2786
Chicago, Illinois 60690-2786
(312) 214-4800
(312) 759-5646 – Fax